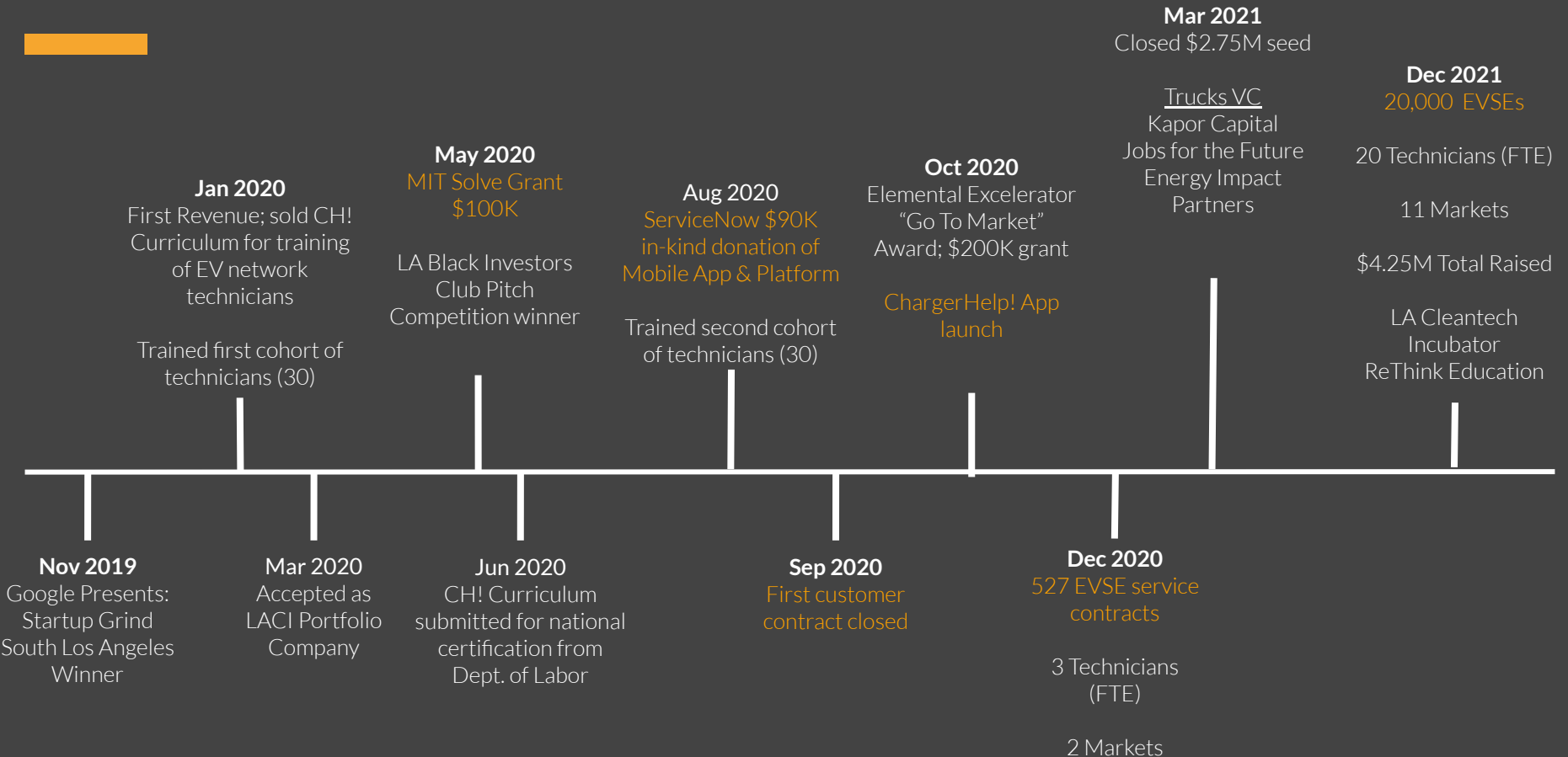




Getting people and EV charging stations back to work!



Milestones / Timeline



Founders Story



Kameale C. Terry
Co-Founder & Chief Executive Officer

Kameale's previous roles supporting Site Host's, EV drivers, and managing large EVSE development programs at EV Connect, garners experience and insight into how to best support the EV industry at large.



Evette Ellis
Co-Founder & Chief Workforce Officer

Evette's 10+ years with the U.S Department of Labor's Job Corps has allowed both internal and external understanding of how to develop a workforce alongside actual work.

Unacceptable downtime for EVSE chargers

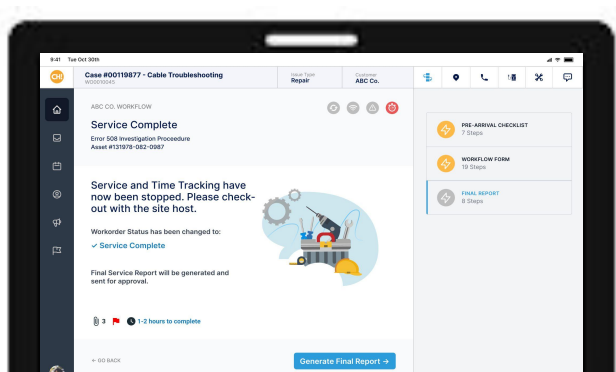
- Across utility pilot program reports 25-30% of the infrastructure was offline.
- Average time to resolution was 15 - 30 days.
- 80% of the issues were non-electrical but instead communication, firmware, and software issues.

EVSE Type	Networked ports / % uptime	Non-networked ports / % uptime	Overall % uptime	WiFi connections	Cellular connections	% networked	% online
Residential L2	92 98%	114 99.9%	99%	92	0	45%	66%
Workplace L2	84 78%	43 100%	85%	11	26	66%	86%
Fleet L2	10 83%	12 99.3%	92%	1	5	45%	85%
MUD L2	10 68%	8 100%	82%	2	4	56%	76%
Public L2	37 78%	9 100%	82%	1	24	80%	86%
Public DCFC	7 87%	-	87%	0	7	100%	87%



Technology

The ChargerHelp!
Solution



real time dispatch request

We scale across multiple EV charging network providers to receive service tickets in real time, in addition to preventative maintenance.

deploy within 1 day

Our hardware and software agnostic technology immediately connects service requests to our specialized technicians.

fix within 1-2 days

We're building out a comprehensive support protocol across all manufacturers and software providers, and our emerging machine learning technology identifies station issues to reduce station down time and provide predictive analytics.

Utilizing technology to transition green jobs faster

9:41 Tue Oct 30th

CHI

Case #00119877 - Cable Troubleshooting
W00010045

Issue Type
Repair

Customer
ABC Co.

ABC CO. WORKFLOW

Error 508 Investigation Proceedure

The following chargers will require an Error 508 Investigation:

Asset #131978-082-0987

This document outlines ABC Co.'s report requirements for the site investigation of a Veefi charger reporting an Error 508. This error code indicates a loss of three-phase power to the charger.

It is a requirement that:

- All information and photos requested on this form are supplied for a warranty claim to be processed.
- The process in the following sections is followed for each site investigation.

📎 3 🚩 ⌚ 1-2 hours to complete

← GO BACK

Begin service

PRE-ARRIVAL CHECKLIST
7 Steps

SERVICE WORKFLOW
19 Steps

VERIFY ERROR STATUS

DOCUMENT CHARGING S

EXTERNAL DISCONNECT

INTERNAL RCD (GFCI) S

RESET THE RCD

CLOSING CHECKLIST

WRAP UP & FINAL REPORT
8 Steps

9:41 Tue Oct 30th

CHI

Case #00119877 - Cable Troubleshooting
W00010045

Issue Type
Repair

Customer
ABC Co.

STEP 3

External Disconnect

Inspect all external connections and power disconnect fittings on this charging station.

Is an external disconnect switch fitted at this installation?

☒ Yes

☐ No

Is the external disconnect isolated?

☒ Yes

☐ No

Take photos of the external disconnect

← GO BACK

Confirm and continue

PRE-ARRIVAL CHECKLIST
7 Steps

SERVICE WORKFLOW
19 Steps

VERIFY ERROR STATUS

DOCUMENT CHARGING STATION

EXTERNAL DISCONNECT

INTERNAL RCD (GFCI) SWITCHGEAR

RESET THE RCD

CLOSING CHECKLIST

WRAP UP & FINAL REPORT
8 Steps

Clients

ChargerHelp! takes a creative approach to the problem of getting competent technicians out into the field to troubleshoot and support the operations and maintenance of L2 & DCFC charging stations at a competitive prices.

By having ChargerHelp! onboard as a Field Service Provider, EVBox is able to deliver the high level of convenience and satisfaction that our customers are looking for.

enel x



greenlots
A Member of the Shell Group



EVgo

evconnect

EVBOX

amazon



TRITIUM

BGIS



SparkCharge

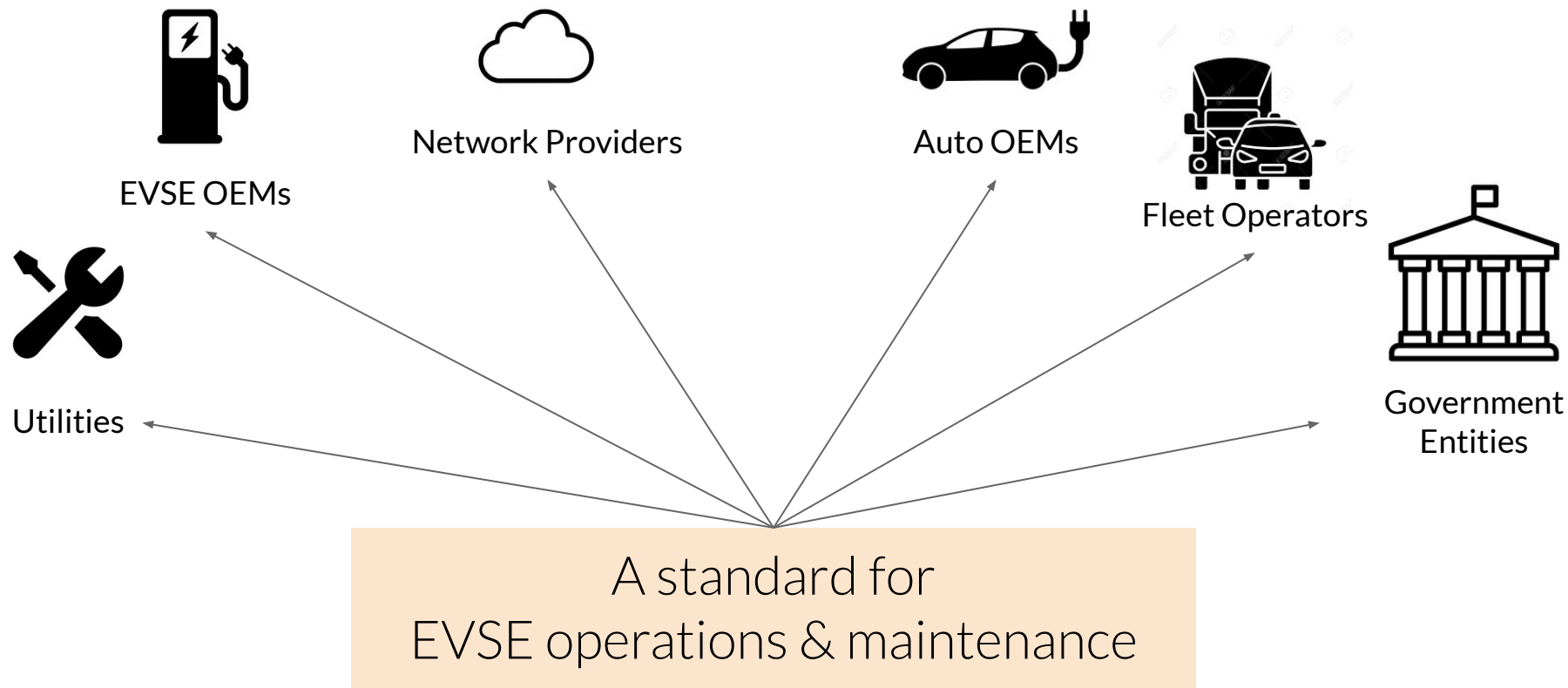
ABB

DUKE
ENERGY



TELLUS POWER GREEN

Supporting the transportation of the future - today



The right workforce for the problem.

- EVSE Technician received U.S. DOL recognition under 49-2095.00 - Electrical and Electronics Repairers, Powerhouse, Substation, and Relay
- Information Technology technicians with all relevant safety certifications.
- Larger pipeline to workforce and an easier transition to work.



Equitable jobs for all people.

Local Diverse Workforce

Scalable affordable on demand repair services offered anywhere.

Equitable wages

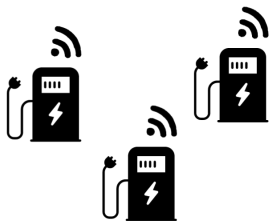
High quality workforce improves customer service levels. Minimum \$30/hr.

Certified EVSE Maintenance Technicians

Nationally recognized. U.S. Department of Labor O-Net Code Approval.



A workforce for jobs of the future powered by partnership.



We **secure** the **work**.

We secure service contracts with Open Charge Point Protocol (OCCP) network providers to receive service tickets in real time.



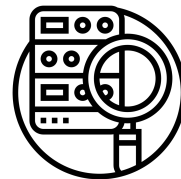
We **train** and **hire** local talent.

We partner with local workforce development centers where those stations are located.



We offer a **stackable certification**.

We provide access to our EVSE maintenance training program as a stackable certification.



We **utilize technology** to keep our technicians up to **date**.

The ChargerHelp! app and platform ensures that technicians can easily troubleshoot any network or EVSE manufacturer.

Perfect Timing

As growth of the electric vehicle has become a revolution, ChargerHelp is supporting the greatest shift in fueling of our modern time

As a bigger light is shining on companies to ensure diversity, equity and inclusion is a cornerstone in how they build and grow their businesses, ChargerHelp knows representation matters and began with workforce development as a built-in core value and common practice.



The CH! way

Good business, good service & good people.

Boosting our economy

One charging station at a time.

ChargerHelped. You're Welcome.

kameale@chargerhelp.com

www.chargerhelp.com

